



Center for Care Innovations: Population Health Learning Network Cherokee Health Systems Site Visit Packet September 19, 2018

Key Information

Host Organization: Cherokee Health Systems

Date: Wednesday, September 19, 2018, 9am-5pm (see agenda pg. 3)

Site Visit Address: 1st Floor Conference Room - Cherokee Health Systems - Knox County-Center City, 2018 Western Avenue, Knoxville, TN 37921

Parking Instructions: There is a large free parking lot in front of the clinic site.

Navigating to the room: Enter the clinic through the front entrance that faces the parking lot. The security guard can direct you to the 1st Floor Conference Room, which is across from the kitchen. Our host, Joel Hornberger, will also be by the entrance to greet and direct you.

Optional PHLN Dinner: Tupelo Honey, 1 Market Square, Knoxville, TN, 37902 (restaurant: 865-522-0004). Reservation: 5:30pm. Please meet at the restaurant entrance.

Main Contacts

CCI Contact:

- Megan O'Brien: Cell phone: (330) 418-6222

Cherokee Health Systems Contact:

- Joel Hornberger: cell phone (865) 202-9969
- Parinda Khatri: cell phone (865) 765-0304
- Sandra Greear: cell phone (865) 803-5059

Agenda

See page 3.



PHLN Site Visit Participants

Organization	First Name	Last Name	Title	Email	Phone Number
Center for Care Innovations	Megan	O'Brien	Program Manager	mobrien@careinnovations.org	(330) 418- 6222
LifeLong Medical Care	Gillian	Flynn	LCSW, Psychosocial Services Manager	gfynn@lifelongmedical.org	
Community Medical Centers, Inc.	Alyssa	Arismendi- Alvarez	Director of Quality Improvement	aalvarez@cmcenters.org	
Community Medical Centers, Inc.	Erin	Garcia	Director of Patient Education and Programs	egarcia@cmcenters.org	
Community Medical Centers, Inc.	Michelle	Coble	LCSW	mcoble@cmcenters.org	
Open Door Community Health Centers	Linda	D'Agati	Chief QI Officer	ldagati@opendoorhealth.com	
Open Door Community Health Centers	Holly	Scaglione	Health Resources Manager	hscaglione@opendoorhealth.com	
Open Door Community Health Centers	Ramona	Pantoja	Back Office Manager, Clinical Support	rpantoja@opendoorhealth.com	
Santa Barbara Neighborhood Clinics	Yessenia	Marroquin	Director of Clinic Operations	yessenia.marroquin@sbclinics.org	
Santa Barbara Neighborhood Clinics	Susan	Lawton	Associate Medical Director	susan.lawton@sbclinics.org	
Santa Barbara Neighborhood Clinics	Leslie	Kearney	Director of Quality	leslie.kearney@sbclinics.org	
Santa Rosa Community Health	Kathy	Sarmiento	Director of Nursing	kathleens@srhealth.org	
Santa Rosa Community Health	Sarah	Milam	Care Coordination Program Manager	sarahmi@srhealth.org	
Santa Rosa Community Health	Kim	Garcia	Care Coordination Lead	kimberlyg@srhealth.org	

Places, Eats & Shops

- Downtown Grill and Brewery
- Peter Kern Library – bar at The Oliver Hotel
- Ijams Nature Center
- Historic Market Square
- Historic Cherokee Caverns

Cherokee Health Systems Site Visit
Wednesday, September 19, 2018
Agenda

9:00 a.m.	Breakfast	
9:30 a.m.	Introductions Goals and Topics for Discussion	Joel Hornberger, MHS <i>Chief Strategy Officer</i>
10:00 a.m.	Overview of Cherokee Health Systems	Dennis Freeman, PhD <i>Chief Executive Officer</i>
10:20 a.m.	Break	
10:30 a.m.	Clinical Model of Integration Structure, Roles, Process	Parinda Khatri, PhD <i>Chief Clinical Officer</i> Febe Wallace, MD <i>Director, Primary Care Services</i> Gregg Perry, MD <i>Director, Psychiatric Services</i>
11:15 a.m.	Population Health Management Bio-Psycho-Social Assessment Complexity Measurement	Joel Hornberger, MHS Jennifer Craig, RN <i>Practice Manager</i> Jennifer Tolar, RN (teleconference) <i>Practice Manager</i> Parinda Khatri, PhD
12:00 p.m.	Integrated Care for Addiction Enhanced Health Home Model for Addiction Continuum of Care, including MAT	Mark McGrail, MD <i>Director, Addiction Medicine Services</i> Brittany Tenbarge, PhD <i>Behavioral Health Consultant</i> Melody Tenhagen, RN <i>Addiction Clinic Nurse</i>
12:30 p.m.	Working Lunch – Continued Discussion	
1:15 p.m.	Population Health Management Clinical Informatics Optimizing NextGen	Andy Rhea, MBA <i>Chief Information Officer</i> Suzanne Bailey, PsyD <i>Director, Integrative Services</i>
2:15 p.m.	Population Health Management Care Coordination	Andy Rhea, MBA Jaime Daniels <i>Access Services Manager</i> Jennifer Craig, RN Jennifer Tolar, RN (teleconference)
3:15 p.m.	Break	
3:30 p.m.	Tour of Clinic	Suzanne Bailey, PsyD
4:00 p.m.	Integration & Population Health Leadership, Strategy, Culture Review and Questions	Dennis Freeman, PhD Joel Hornberger, MHS Parinda Khatri, PhD
5:00 p.m.	Wrap-Up	Joel Hornberger, MHS